

THE IPN DISPATCH

IPN Monthly Dispatcher Update

May 2015

Chapter Stats

California, Florida, New York and Massachusetts continue to have a lock on the top four states for call volume. Pennsylvania and Illinois rallied this month to overtake Ohio and New Jersey. Texas barely missed making it to the list for the first time this year. Strong work by all. Here are your numbers for March 2015:

California - 2883
Florida - 2288
New York - 2125
Massachusetts - 1281
Pennsylvania - 851
Illinois - 785
New Jersey - 744
Ohio - 735



IPN Dispatcher of the Month

We are pleased to announce that **NMX010** has been named DOTM!

He has been an active IPN dispatcher since 2011 and has sent over 1300 local incidents!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

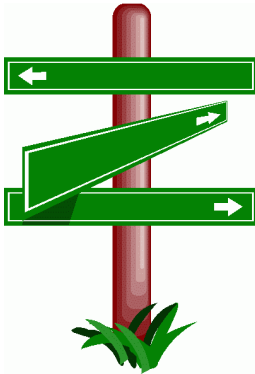
EMS Humor



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Dispatch 101 - Part B



This is the second article in a series that is designed to help the newer members of the dispatch team navigate the system. Veterans are also encouraged to review the material as some of the information may have changed. This is especially true for this month's article that will address concerns with "The Address" field and our journey in to the world of geocoding.

The street address of the incident is a mandatory entry. It is a critical piece of information so it is imperative that we get it right. This is the full street name. It includes a street number, an intersection street or, as a last resort, a land mark. When the landmark is a business please take a second to look up and use that address. For example, if the incident is dispatched as Main St by McDonalds the dispatcher should enter 6 Main St. The address should never be the name of the business by itself.

In the rare case where an incident doesn't have a physical address such as "Hanauma Bay" this may be used as the location, but it is still best to acquire the nearest street and enter that in the address box. "Hanauma Bay" can then be mentioned in the narrative. Likewise, the business name should always be entered in the narrative not the address box. This will ensure the call geocodes.

When entering an intersection the only format that will geocode uses the "&" character. If you use a slash, the "@" sign, spell out "and" or any other variation the call is not going to process. Additional details like IAO, Near, About or Block of are also going to cause the address to get rejected. You may get a friendly reminder from support if you deviate from this format. It is pretty straightforward: & is the only thing that works!

With that said, we are aware that there are no intersections on interstates, freeways and major highways. A few months back we made a push to have the "&" character used on all cross streets. Well, we screwed up and this policy is being retracted as of the publication of this newsletter. Highways are a headache when it comes to geocoding. Major cities have resorted to using fictitious number addresses on interstates to accomplish this task. Check out Los Angeles on PulsePoint if you want to see this. Some LAX dispatchers started doing the same thing and a few locals lost their minds. It does geocode but it is not really practical.

Once the new interactive dispatch screen comes online we will find a way to make these roadways work. Until then, we ask that highway incidents be entered using the "@" sign. Examples of this are "I-110 S/B @ Slauson Ave", "Rte 2 E/B @ Exit 37" or "US 3 W/B @ Mile 44.8" – The direction of travel is a critical component of the page on these roadways. It also doesn't geocode. For now it can go in the address or narrative but only on highway calls where there is no intersection. On all other incidents its best to put the direction effected in the narrative.

Every incident needs an address. Please do not ever send a call with "citywide", "unknown" or "not available" in the address box. On a wide spread incident use the nearest major roadway so folks know where the event is. If you missed the address then wait to see if it is given again or check the archives on Broadcastify when they post. You can always go in chat and ask for help. That's why we have features like this available to you. Sending an incomplete page is never a valid option.

We realize there are a few significant changes here that may cause confusion. Dispatchers are strongly encouraged to email support for clarification on anything that they do not understand. The admins want to help you. That is their number one priority.

That is all for this month. Check us out next time when we explore the frequency field.

What Would You Do?

Police respond to a burglary in progress and witnesses report two men fled the scene in a black SUV. A citywide Tactical Alert is issued and all patrol units are checking known hangouts. How would you page this?



- A. Officer Assist - all units are being recalled for the Tactical Alert
- B. Perp Search/Chase - units are searching for the suspects in their vehicle
- C. Vehicle Pursuit - all units are watching for the black SUV
- D. None - we do not page out police looking for suspect vehicles.

Whether to use Weather

Spring is in the air. This time of year when the temperatures get warmer, the grass gets greener and the severe weather gets more intense. We have already seen the damage caused by tornadoes around the country and as the premiere notification service, many people rely on our notifications. We want to remind you that we use the regional weather locations for severe weather alerts. There is no need to use the county of the associated watch or warning, simply use the appropriate weather region in your state.



The key to remember is formatting. There is no need to enter any expiration times. Basically indicate where the storm is and where it is going - such as saying the storm is near or south of Anytown and moving NE towards BigCity and CountryVillage. If you wish, you could list the affected counties in the address box, and just leave the city field empty. So a properly formatted weather alert would look like this:

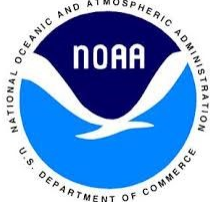
FLA | Panhandle Weather| Tornado Watch| posted from Escambia to Baker counties. Possibility of tornadoes & isolated wind gusts to 70 mph M/A: Northern FL Weather | FLA108

KTY | Bluegrass & Knobs Wx| Thunder Storm Warning| NWS Louisville| Jefferson & Oldham Counties | Storm near Corydon & moving E @ 50 mph. 60 mph winds & damaging hail poss | MCH054

** It should be noted that Technical Rescues, Search and Rescues, and the like should be paged to the appropriate incident type regardless of how they occurred. For example, a tornado touchdown resulting in a collapsed structure would go to Search and Rescue as emergency personnel would be searching the debris for any victims. If there is entrapment as a result of storm damage, Technical Rescue is appropriate. Anticipated or In progress weather notifications should never be sent to the Special Category. Significant structure collapse can go to Special if there is no rescue effort indicated.

IPN currently uses the following types of Weather Categories to all Chapters:

FFWARN Flash Flood Warning
FFWTCH Flash Flood Watch
TSWARN Thunder Storm Warning
TSWTCH Thunder Storm Watch
TORWRN Tornado Warning
TORWCH Tornado Watch



These are the only events of this nature that we send notifications on. There are times dispatchers will send High Wind Alerts or Red Flag Warnings to the Special category. This is not permitted. Based on the current technology, the National Weather Service is capable of determining high winds well in advance due to cold fronts and storm systems. For this reason, generic High Wind Advisories and Red Flag Warnings are not be dispatched over the network.

What we will accept for these type conditions are weather related traffic alerts for a specific road closures, bridge closures or high profile vehicle ban. All of these conditions would fall under the Traffic Advisory group.

We appreciate your efforts and if you have any questions not answered by the Guidelines please let Support know.

Feed Review -Colorado Springs, CO

Colorado Springs, one of the fastest growing metropolitan areas in the state of Colorado, saw growth of 24% over the last 5 years. It is home to several well-known colleges and universities. The Colorado Springs Fire Department protects an area of 195 square miles and a population of over 495,000 citizens. The city's official elevation is 6,035 feet and sits at the base of Pikes Peak along the Front Range of the Rocky Mountains. The city includes 28,800 acres of wild-land/urban interface. The Colorado Springs Fire Department boasts these current stats:

Fire Stations: 21
Engine Companies: 21
Truck Companies: 6
ALS Squads: 2
Brush Truck: 16
Wildland Trucks: 2
HAZMAT: 1
Heavy Rescue: 1
Light and Air Trucks: 1
District Chiefs: 5
Assistant Chiefs: 2

The CSFD responded to over 77K calls for service in 2014, an average of 211 calls of service per day. 62% of all calls last year were medical aids, followed by 15% of good intent calls, then 14% service calls. Structure fires only had 1% of the calls last year. CSFD Station 8 was the big winner of all of the CSFD fire stations for the most calls with 10,987. Historically, in 2008, CSFD Station 8 was ranked #6 nationally (!) for the most calls for service by any fire station in the US. Average response time per incident is 8 Minutes, 13 Seconds. 2015 annual budget: 61.63 million.



Click [HERE](#) for the Broadcastify Feed.

Incident Photos



Photo by Jayson Liggins

03-16-2015 CAL | San Bernardino, CA (San Bernardino County) | 1 Alarm Fire | 10-SBFD-1 | W Trenton St & Davidson Ave | ME225 & BC603 o/s working single story family home, fully involved, crews working | CAL227 |

Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:
newsletter@incidentpage.net
(emails to support are stripped of all attachments.)



Photo by Rick McClure

02-25-2015 | Los Angeles | 1 Alarm Fire | LAFD 9/17 | 14320 Addison St | BC10 o/s multiple autos well involved, vents w smoke showing, light smoke throughout interior | LAX079

Ask QA

-Adding Cities

Our QA Support Staff received this question and we wanted to share the answer with all of you:

"My city isn't listed in the drop down, can you add it please?"

This is actually a fairly common question and one that has helped to drive some features of the new CAD. Unfortunately, due to sheer volume of cities in the US, we cannot add them all.

Can we just add the ones you request? Again, due to programming issues, it is not an easy task as it affects every profile in the system, even if they are not subscribed to that chapter.

We do have a program in place that monitors the number of times a city is entered manually during a set period of time. Should we notice significant increased use, that city is added and the appropriate programming changes are made. So, the best way to get a city added is to increase the number of alerts from that area on a consistent basis.

The new CAD system will rely more heavily on Geo Coding and listing individual cities will not be an issue.

Do you have a question for our QA staff?

Send it to support@incidentpage.net

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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El Cajon, CA 92020

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Pop Quiz Answer

Answer: D -

This is nothing more than a vehicle BOLO (Be On Look Out) and IPN does not alert on generic BOLOs. You could use the Perp Search category for use on focused searches for suspects in a concentrated area or foot chases only.

How did you do?

Don't forget to follow us on Facebook and ask a fellow dispatcher for an invite to the IPN Dispatcher facebook page. Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!